

Europäisches Patentamt
European Patent Office
Office européen des brevets



(11) **EP 0 531 048 B1**

(12) **EUROPEAN PATENT SPECIFICATION**

(45) Date of publication and mention
of the grant of the patent:
30.12.1998 Bulletin 1998/53

(51) Int Cl.⁶ **H04M 3/42, H04M 7/00,
H04M 15/00, H04Q 3/00,
H04M 3/54, H04M 3/38,
H04M 3/50**

(21) Application number: **92307804.2**

(22) Date of filing: **27.08.1992**

(54) **A method for providing personalized telephone calling features**

Verfahren zur Bereitstellung von personalisierten Fernsprechanrufmerkmalen

Méthode pour fournir des caractéristiques d'appels téléphoniques personnalisées

(84) Designated Contracting States:
CH DE DK FR GB IT LI NL SE

• **Rotondo, John A.**
Murray Hill, New Jersey 07974 (US)

(30) Priority: **03.09.1991 US 754109**

(74) Representative: **Harding, Richard Patrick et al**
Marks & Clerk,
Nash Court,
Oxford Business Park South
Oxford OX4 2RU (GB)

(43) Date of publication of application:
10.03.1993 Bulletin 1993/10

(73) Proprietor: **AT&T Corp.**
New York, NY 10013-2412 (US)

(56) References cited:
EP-A- 0 420 527 WO-A-91/07838
GB-A- 2 198 011 US-A- 4 162 377
US-A- 4 277 649 US-A- 4 878 240
US-A- 5 012 511 US-A- 5 029 196

(72) Inventors:
• **Creswell, Carroll W.**
Basking Ridge, New Jersey 07920 (US)
• **Frome, Francine S.**
Watchung, New Jersey 07060 (US)
• **Furman, Daniel**
Maplewood, New Jersey 07040 (US)
• **Kravitz, Phillip S.**
Brooklyn, New York 11230 (US)
• **Lakshmi-Ratan, Ramnath A.**
Chatham, New Jersey 07928 (US)
• **Lanning, Steven G.**
Gillette, New Jersey 07933 (US)
• **Renger, Bernard S.L.**
Chatham, New Jersey 07928 (US)

• **PATENT ABSTRACTS OF JAPAN vol. 12, no. 153**
(E-607)11 May 1988 & JP-A-62 269 467
(NAGATANI MAMORU) 21 November 1987
• **PATENT ABSTRACTS OF JAPAN vol. 12, no. 244**
(E-631)9 July 1988 & JP-A-63 033 054 (NAMBU
ELECTRIC CO) 12 February 1988
• **PATENT ABSTRACTS OF JAPAN vol. 15, no. 74**
(E-1036)21 February 1991 & JP-A-02 295 341
(NEC ENG LTD) 6 December 1990

Note: Within nine months from the publication of the mention of the grant of the European patent, any person may give notice to the European Patent Office of opposition to the European patent granted. Notice of opposition shall be filed in a written reasoned statement. It shall not be deemed to have been filed until the opposition fee has been paid. (Art. 99(1) European Patent Convention).

EP 0 531 048 B1

Description**Field of the Invention**

5 The invention relates to public switched telephone systems, and more particularly relates to a public switched telephone network adapted to provide a common platform for the provision of customer controlled features.

Background of the Invention

10 It is often the case that a telephone subscriber who is at a distant location needs to place a long distance telephone call to his/her home telephone station set or to another telephone station set. As is well-known, such a person may place a long distance telephone call from a so-called coin telephone station set. However, to do so, a prescribed amount of money needs to be inserted in the coin telephone to cover the cost of the long distance call for an initial predetermined calling period. As is also well-known, a long distance call may be extended beyond the initial calling period only if
 15 additional money is inserted in the coin telephone. The burden associated with placing a long distance telephone call via a coin telephone station may be dealt with by placing such a call through a so-called long distance telephone operator. In such an instance, the cost of the long distance call may be charged to a credit card acceptable to the long distance carrier or "reversed" to the called telephone station. It can be appreciated that in the first instance, the calling subscriber must accept the burden associated with maintaining a credit card acceptable to the long distance carrier.
 20 It can also be appreciated that in the second instance the called party may not accept the charges for the long distance call.

WO 91/07838 discloses a method of providing a personal telecommunications service as defined in the preamble of claim 1. This method allows a subscriber to a telecommunications network to be contacted by dialling a single telephone number assigned to the subscriber, whether the subscriber is at home, at work or travelling. The system
 25 provides a number of call-routing modes, and a subscriber is able to select a particular call-routing mode such as, for example, directing all incoming calls to his/her work telephone number. When the subscriber leaves his/her office he/she can select another call-routing mode such as, for example, forwarding calls to a mobile telephone.

This prior art telecommunications service also provides a number of call-handling modes in addition to call-routing modes. For example, a subscriber can select the option of forwarding incoming calls to a voice message centre, or to
 30 a paging system. The subscriber can also select a number of call screening options.

Summary of the Invention

35 The present invention provides a method of providing a personal telecommunications service as defined in claim 1. Preferred features of the invention are set out in dependent claims 2 to 19.

An advance in the art of telephone switching systems is achieved by disposing in a telecommunications system an adjunct operative for allowing telephone subscribers to control the manner in which they receive and are billed for telephone calls. A telephone subscriber may place a long distance call to his/her home telephone and have the telephone call automatically billed to a respective service telephone number associated with the adjunct. Thus a subscriber
 40 to the service may place a telephone call from virtually any telephone location served by the telecommunications system without the need of placing the call through a telephone operator or a coin telephone. In addition, a party who places a call to a service subscriber via the adjunct and who enters a so-called caller identification number when requested to do so will cause the billing for the call to be charged to the service subscriber rather than to the calling party, in accord with an aspect of the invention.

45 Preferably, when the adjunct receives a call identified by a respective service telephone number, then the adjunct advances the call to the associated service subscriber's home telephone station set if the caller is not the service subscriber. If, on the other hand, the caller is the service subscriber, then the adjunct transmits thereto an announcement defining a menu of personalized calling services that the subscriber may program to customize the manner in which the subscriber receives telephone calls via the adjunct. Such personalized services include, but are not limited to, call
 50 forwarding and call screening. In addition, one menu item, in accord with an aspect of the invention, allows the subscriber to place via the adjunct a telephone call to either the subscriber's "home" telephone station set or another telephone station set. The billing for such a telephone call is charged to the service telephone number rather than to the telephone number identifying the subscriber's "home" telephone.

Brief Description of the Drawing

55 The operation of these and other aspects of the claimed invention will become more apparent and better understood by referring to the following detailed description in conjunction with the drawing in which:

FIG. 1 is a broad block diagram of a communications network in which the principles of the invention may be practiced;

FIG. 2 is an illustrative example of a record associated with a telephone subscriber who has subscribed to the inventive service;

FIG. 3 is an illustrative embodiment of the basic service adjunct shown in FIG. 1

FIG. 4 shows the manner in which FIGS. 5-7 should be arranged;

FIGs. 5-7 show a flow chart of the software program which implements the invention in the adjunct of FIG. 3; and

FIG. 8 is an illustrative alternative embodiment of the basic service adjunct shown in FIG. 1.

Detailed Description

In an exemplary embodiment of the invention, communications network 100, FIG. 1, may be, for example, a public switched telephone network, such as, for example, the well-known AT&T network, that provides long distance telephone services for its subscribers, such as the subscribers associated with telephone stations S1 through S6. Network 100 includes, inter alia, a plurality of Switching offices, three of which, 110, 130 and 140, are shown in the FIG. Such switches may be any one of the well-known types of switching equipment, and include, for example, the No. 4ESS (Electronic Switching System) and No. 5ESS available from AT&T. It is seen from the FIG. that each switch, e.g., TS 110, is connected to a number of other switches via a so-called inter-toll network, e.g., 111, 112, 113. Each such switch is also connected to a number of Central Offices (CO), e.g., COs 10 and 20. The operation of a central office is well-known and will not be discussed herein. However, it suffices to say that a CO is arranged to send to an associated switch of network 100 a telephone call originated at a calling telephone station set (herein the calling party), e.g., S1, which has dialed a particular long distance telephone number. A CO is also arranged to connect to a telephone station set (herein the called party), e.g., S4, a call that the CO receives from an associated switch.

Included in network 100 is service adjunct 150 which operates, in accord with the invention, to process a call associated with one of its subscribers in a manner prescribed by that subscriber, as will be explained below. Associated with adjunct 150 is voice message service 200 which is external to network 200, but which connects thereto via switch 130. Voice message service 200 may be a conventional voice messaging service that is designed to receive from a calling party via adjunct 150 and network 100 a voice message that is "addressed" to a party who has subscribed to the inventive service as well as message service 200. That is, when a called subscriber does not "answer" a call directed to his/her station set via adjunct 150, then adjunct 150 may direct the calling party to voice message service 200 so that the calling party may store in service 200 a voice message for the called subscriber.

Briefly, upon being connected to service 200 via adjunct 150 and at the direction of a service 200 voice announcement, the calling party may enter a voice message. Service 200, in a conventional manner, stores the voice message in its internal memory at a location that is associated with the called subscriber. Thereafter, the called subscriber may "dial up" service 200 via adjunct 150 and, when requested to do so, enter a so-called Personal Identification Number (PIN), or a password. Service 200, responsive to receipt of the PIN, unloads from its internal memory the voice message and transmits the message to the called party's station set via a network 100 connection established between the subscriber's station set and service 200.

A telephone user, for example, the user associated with station S5, may subscribe to a number of network 100 services including the inventive personalized calling service, which allows a subscriber to customize the way in which he/she receives long distance telephone calls. For example, the subscriber may customize selective calling features, such as call forwarding and call screening, and may also customize particular telephone call billing options, all in accord with the present invention.

A telephone user may subscribe to the inventive service by merely dialing from a telephone station set a predetermined telephone number, e.g., 1-800-555-1000, associated with adjunct 150. Network 100 responsive to receipt of those digits, then establishes a connection (not shown) to terminal 160 attended by a service representative. As a result of interacting with the representative, the new subscriber is assigned a unique telephone service number that is one of a predetermined range of telephone numbers (e.g., the range from xxx-xxxx to yyy-yyyy). In an illustrative embodiment of the invention, each such unique telephone number employed by the inventive personalized calling service is prefixed by a particular long distance telephone code -- illustratively 700. Such a unique telephone number, in accordance with an aspect of the invention, is permanently assigned to a subscriber (user) as long as he/she subscribes to the personalized calling service. What this means is that the assigned number will not change even though the user's local exchange telephone number, e.g., 201-555-6008, changes as a result of the user relocating to an area that is served by another CO. In this sense, then, the assigned personalized calling service telephone number "travels" with the user as he/she relocates from one area to another area of the country. Advantageously, then, a subscriber may selectively identify as his/her long distance telephone number the assigned personalized calling service telephone number, rather than the subscriber's current local exchange telephone number and associated area code.

The subscriber is also assigned a Personal Identification Number (PIN), a security code and a group of Caller

Identification Numbers (CIN), in which the group comprises -- illustratively four -- such numbers. As will be discussed below, a CIN is used, in accord with an aspect of the invention, for call billing purposes. That is, a service subscriber (user) is billed for a call that is placed to his/her unique 700 service number when the calling party enters, at the direction of adjunct 150, a CIN assigned to the called subscriber, as will be discussed below. Thus, in accord with an aspect of the invention, a calling party who enters a CIN is not billed for the associated call. Otherwise, the calling party is billed for the call. Advantageously, then, the calling party may be the subscriber. That is, the subscriber may dial his/her service number to establish a connection to adjunct 150, enter the subscriber's assigned PIN (or one of the associated CINs) when requested to do so, and then enter a request to establish a long distance telephone connection to a desired telephone station set. In this way the need to place the call (a) via an operator in order to "reverse" the telephone charges to the subscriber's local exchange telephone number or to bill the call to a credit card number, or (b) via a so-called coin telephone station is obviated. For example, a service subscriber may, for example, place a long distance call to his/her home telephone station set by dialing the subscriber's assigned service number and, then entering the subscriber's assigned PIN (or one of the associated CINs) when requested to do so, as will be discussed below.

More advantageously, a user may give to a relative, such as a son or daughter, an assigned CIN and that relative may then call home, from virtually any telephone location, via the long distance telephone network without the need of employing a telephone credit card, reversing the "charges" or using a coin telephone.

As a further result of the new subscriber interacting with the representative, the representative causes a data record defining the new subscriber's subscription to be stored in memory internal to adjunct 150. The new subscriber may thereafter interact with adjunct 150 to customize, in accord with the invention, the calling features defined by the subscriber's associated data record, as will be explained below.

Turning now to FIG. 2, there is shown an illustrative example of a subscriber data record 300 formed from a plurality of fields. One or more of the fields define a particular aspect of the inventive service as follows:

PHONE.NUM -	defines the unique subscription telephone number, e.g., 700-555-2234, assigned to the associated subscriber;
DEFLT.SVC -	defines the services available to a new CIN,
SUB.PIN -	defines the PIN number assigned to the associated subscriber;
SEC.CODE -	defines the unique security code assigned to the associated subscriber;
M.MASK -	defines the services that the associated subscriber has subscribed to;
CALL.FWD -	defines a call forwarding telephone number programmed by the subscriber,
HOME.PHONE -	defines the "regular" telephone number assigned to the associated subscriber's station set, e.g., the telephone number assigned by the local CO;
NU -	Not used;
NU -	Not used;
NUM.CIN -	defines the number of CINs assigned to the associated subscriber;
NUM.MSG -	defines the number of voice messages stored in voice message service system 200 (FIG. 1) for the associated subscriber;
NONCIN.GT -	defines a greeting (salutation) that adjunct 150 outputs to a calling party who, when requested to do so, does not enter a CIN associated with the called service subscriber;
CF.TIME -	defines the duration of time that the call forwarding feature is in effect;
CALL.SCN -	defines whether so-called call screening is in effect;
CS.TIME -	defines the duration of time that call screening is in effect;
CS.NUM -	defines a particular call screening telephone number that is programmed by the associated sub-

scriber; and

CIN.1-4 - defines the caller identification number(s) assigned to the associated service subscriber.

Once a telephone user, e.g., the telephone user associated with station S5, has subscribed to the inventive service, then he/she may thereafter interact with adjunct 150 and customize his/her associated record 300 to invoke particular calling features or to change the values of one more of the assigned CINs.

Referring now to FIGS 1 and 2, a subscriber may customize such calling features by dialing his/her service number, e.g., 700-555-2234, to establish a network 100 connection to adjunct 150. In doing so, network 100, i.e., switch 130, in a conventional manner, passes to adjunct 150 the calling and called telephone numbers. Responsive to the connection and receipt of those numbers, adjunct 150 translates the called service number into a memory location and unloads from its internal memory the data record 300 associated with the called service number. Adjunct 150 then returns to the calling party (subscriber in this instance) a recorded message requesting entry of a CIN or subscriber PIN. In the present illustrative example, the station S5 calling subscriber enters via the associated station set keypad his/her assigned PIN. Adjunct 150 responsive to receipt thereof compares the value of the received PIN with the value of the PIN contained in the associated data record. In this instance adjunct 150 would find that the former and latter values compare with one another and therefore returns to the calling subscriber a prerecorded announcement listing a number of calling features that the subscriber may access and/or customize. An illustrative example of such an announcement may be formatted as follows:

"Welcome to the personalized service system.

To hear your voice messages -- press one.

for call forwarding -- press two,

to call home or place a call -- press three,

(1)

for call screening -- press four, and

to access your calling identification numbers -- press five."

Assuming that the subscriber responsive to announcement 1 enters the digit one by pressing the corresponding keypad button of the station set S5 from which the subscriber is calling, then adjunct 150 responsive to receipt of the tone defining that number unloads the contents of the NUM.MSG field of the associated record. If the contents of that field equals zero, then adjunct 150 returns to the calling subscriber a message indicative of that fact, for example, the following message;

"Sorry you have no messages waiting. Please

press zero to return to the call features menu."

(2)

If the value of the contents of the NUM.MSG field is greater than zero, then adjunct 150 returns to the calling subscriber a message indicative of that fact, for example, the following message:

5 **"You have ____ messages waiting. Please press one if
wish to access your messages. Otherwise, press zero to
return to the call features menu."** (3)

10 (It is noted that in the above message the dashes represent the verbal equivalent of the value contained in NUM.MSG field.)

15 Adjunct 150 responsive to receipt of a tone corresponding to the digit zero retransmits to the calling subscriber the above-mentioned call features announcement (1). Alternatively, adjunct 150 responsive to receipt of a tone corresponding to the digit one establishes a connection to switch 130 and outpulses the telephone number assigned to voice message service 200. Switch 130 operating in a conventional manner then extends the connection to service 200. In addition, adjunct 150 bridges the calling subscriber's connection to the connection extending to service 200.

20 At that point, the subscriber may, in a conventional manner, interact with service 200 to hear voice messages that are addressed to the subscriber, as discussed above.

 If, on the other hand, the calling subscriber desires to program the call forwarding feature and therefore in response to announcement (1) enters the digit two in the manner discussed above, then adjunct 150 responsive to receipt of the tone defining that number returns via network 100 a prerecorded announcement detailing the various options that the subscriber may elect in connection with the call forwarding feature. An illustrative example of such an announcement may be formatted as follows:

30 **"To turn on call forwarding - press one,
to review call forwarding - press two, (4)
to turn off call forwarding - press three, and
to exit the call forwarding feature - press four."**

 Assuming that the subscriber in response to announcement (4) enters the digit one, then adjunct 150 returns to the calling subscriber an announcement requesting entry of the duration that call forwarding is to be in effect in terms of hours. An illustrative example of such an announcement may be formatted as follows:

45 **"Please enter the number of hours for call
forwarding followed by the pound sign.
For continuing call forwarding, please (5)
press just the pound sign."**

50 If the calling subscriber desires call forwarding for a duration of one hour, then he/she may enter, in a conventional manner, that value (i.e., 1) followed by the pound sign. Adjunct 150 responsive to receipt of the latter entry stores in the CF.TIME field of the subscriber's associated data record the current time and the received duration value. If, on the other hand, the calling subscriber desires continuing call forwarding and enters just the pound (#) sign, then adjunct 150 in response thereto stores in the associated CF.TIME field a predetermined value, illustratively a negative value. As will be seen below, adjunct 150 uses the value stored in the CF.TIME field to confirm that continuing call forwarding is in effect.

Following the foregoing, adjunct 150 returns to the calling subscriber a prerecorded announcement requesting entry of the call forwarding telephone number. An illustrative example of such an announcement may be formatted as follows:

5 **"To forward calls to the telephone**
 number you are calling from, press
 10 **the pound sign; to forward calls to**
 a different number, then enter the (6)
 ten digit number, followed by the pound
 15 **sign; to forward calls to your message**
 service, then press six, followed by
 the pound sign."

20 Assuming that the calling subscriber selects the second of the announced options by entering a ten digit telephone number followed by the pound sign, then adjunct 150 stores the digits in a memory register in the order that they are received (Alternatively, selection of the first or third of such options, would cause adjunct 150 to respectively store in the memory register the calling telephone number that it initially received from switch 130, or a negative value.) Upon receipt of the pound sign adjunct 150 confirms the subscriber's selections by returning an announcement indicative thereof. An illustrative example of such an announcement may be formatted as follows:

30 **"Your calls will be forwarded to _____ for**
 _____ hours. If this is correct, press one, (7)
 35 **to change your entries, press zero."**

40 For the above announcement (7), adjunct 150 substitutes for the first set of dashes the number contained in the aforementioned register or the words "your message service" if the register contains a negative value, and substitutes for the second set of dashes the duration entered by the subscriber. If the subscriber enters a one to verify the correctness of the entries, then adjunct 150 retransmits to the subscriber an announcement (1). If, on the other hand, the subscriber presses zero, then adjunct 150 transmits to the subscriber a prerecorded announcement to determine which of the two entries, duration or call forwarding number, that the subscriber desires to change. An illustrative example of

45 such an announcement may be formatted as follows:

50 **"To change the call forwarding duration - press one,**
 to change the call forwarding telephone number - press two." (8)

55 If, in response to the above announcement, the subscriber presses the digit one (two), then adjunct 150 retransmits announcement 5 (6). When the subscriber has entered the desired change, then adjunct 150 retransmits announcement 7 to once again confirm the correctness of the subscriber's entries.

 If, in response to announcement 4, the subscriber presses the digit 2 to review his/her associated record vis-a-vis call forwarding, then adjunct 150, in response thereto and in response to finding that the associated record indicates

that call forwarding is in effect, transmits to the calling subscriber the contents of the associated CALL.FWD and CF.TIME fields. The latter transmission may be in the form of a prerecorded announcement modified by the contents of the latter fields. An illustrative example of such an announcement may be formatted as follows:

**"Your calls are being forwarded to _____ for
_____ hours. If this is correct press one. (9)
To change your entries, press 0. To cancel
call forwarding, press 2."**

It can be appreciated that, except for the cancellation option, announcement 9 is similar to announcement 7. Thus, the foregoing discussion pertaining to announcement 7 equally pertains to announcement 9. However, if the calling subscriber desires to cancel call forwarding, then in response to announcement 9, he/she may press the digit two. Adjunct 150 responsive thereto, initializes (i.e., sets to zero) the contents of the CALL.FWD, and CF.TIME fields of the associated data record, thereby canceling the invocation of the call forwarding feature. Alternatively, if call forwarding is not in effect, then adjunct 150 notifies the calling subscriber of that fact. Following the foregoing, adjunct 150 retransmits to the calling subscriber menu announcement 4.

If, in response to the latter announcement, the calling subscriber presses the digit 3, then adjunct 150 extends to the user, in the manner discussed above, the option to cancel call forwarding. If, on the other hand, the calling subscriber presses the digit 4, then adjunct 150, in response thereto, exits the call forwarding features menu and retransmits announcement 1.

As discussed above, the calling subscriber may place, via adjunct 150, a long distance call to his/her home, or some other location. The calling subscriber may do so by entering, in a conventional manner and in response to the call features announcement 1, the digit three. Adjunct 150 in response to that selection transmits to the calling subscriber a prerecorded announcement to determine whether the calling subscriber desires to place a call to his/her home or to some other location. An illustrative example of such an announcement may be formatted as follows:

**"To call home press the digit one.
To call another location, then press (10)
the digit two."**

Assuming that the calling subscriber selects the second option by pressing the digit two, then Adjunct 150 responsive thereto transmits to the calling subscriber an announcement requesting entry of the ten digit telephone number that the calling subscriber desires to call. An illustrative example of such an announcement may be formatted as follows:

**"Please enter the ten digit telephone
number that you wish to call followed
by the pound sign. Otherwise, enter (11)
zero followed by the pound sign to
return to the call features announcement."**

Assuming that the calling subscriber, responsive to the above announcement, enters a ten digit number, for example, the telephone number of 201-555-9876, then adjunct 150 stores in a memory register the dialed digits in the order that they are received. Upon receipt of the last such digit, then, adjunct 150 establishes a connection to switch

130 and outpulses the telephone number contained in the memory register. In addition, and as will be discussed below, adjunct 150 creates a billing record to track the time and charges for the associated call. Adjunct 150 then "bridges" the subscriber's inbound connection to the outbound connection between adjunct 150 and switch 130. In a conventional manner, switch 130 causes the aforementioned connection to be extended to the local CO serving the called telephone station set identified by the outpulsed telephone number. If the local CO finds that the called station is in a busy state (i.e., Off-Hook), then, the CO returns over the established connection so-called busy tone. Assuming that is not the case, then the local CO applies a ringing signal to the telephone line connected to the called station. When the call is "answered", then the calling subscriber and answering party may begin to converse with one another over the bridged connections. When the parties end their conversation, then either party may terminate the established connection in a conventional manner, i.e., by placing their respective station sets in a so-called "on-hook" state. Alternatively, the calling subscriber may terminate the call by entering in the conventional way the pound sign (#) followed by the star sign (*). Adjunct 150, responsive to receipt of those signals, (a) terminates, in the conventional manner, the outbound connection to the called station, and (b) transmits to the calling subscriber announcement 1.

Under certain circumstances, a subscriber, e.g., the station S5 subscriber, may find it desirable to cause adjunct 150 to "screen" calls and to forward to the subscriber's home phone only those calls originated by a particular calling party who enters, in a conventional manner and when requested to do so by adjunct 150, a particular CIN assigned to the subscriber. The subscriber may invoke the latter feature by entering, responsive to hearing announcement 1, the digit four. Adjunct 150, responsive to receipt of that digit, transmits to the calling subscriber a prerecorded announcement requesting entry of the pertinent CIN. An illustrative example of such an announcement may be formatted as follows:

**"For call screening, please enter the call
identification number followed by the pound sign. (12)
To cancel call screening, please press the star sign.**

**To return to the call features announcement, please
press zero followed by the pound sign."**

If the calling subscriber desires call screening and enters the pertinent CIN, then adjunct 150 upon receipt of the CIN stores it in the aforementioned memory register. Adjunct 150 then transmits to the calling subscriber a prerecorded announcement requesting entry of the desired duration, in terms of hours, that call screening is to be in effect. An illustrative example of such an announcement may be formatted as follows:

**"Please enter the number of hours for call
screening followed by the pound sign." (13)**

If the calling subscriber desires call screening for a duration of, for example, one hour, then he/she may enter that value (i.e., a one) followed by the pound sign. Adjunct 150 responsive to receipt of the latter value respectively stores in the CS.NUM and CS.TIME fields of the subscriber's associated data record the CIN that had been stored in the aforementioned memory register and the current time including the received duration value. In addition, adjunct 150 stores in the associated CALL.SCN field a predetermined value -- illustratively a negative number -- to confirm that call screening is in effect. Adjunct 150 then confirms the correctness of the entered CIN and duration. Adjunct 150 does this similar to the way that it confirms the correctness of a call forwarding number and associated duration, as discussed above.

Alternatively, if the calling subscriber, in response to announcement 12, enters the star sign, then adjunct 150 initializes the CS.NUM, CS.TIME and CALL.SCN fields of the associated data record to effectively cancel call screening.

It can be appreciated that a subscriber, for whatever reason, may desire changing the value of one or more assigned

CINs. A calling subscriber may readily do so by entering, in response to announcement 1, the digit five. Adjunct 150 responsive thereto then (a) unloads from the associated data record the contents of the NUM.CIN field and CIN fields, and (b) forms such contents into an announcement for transmission to the calling subscriber. An illustrative example of such an announcement may be formatted as follows:

"Your subscription of caller identification numbers

is _____. The first caller identification number is
 _____, press the pound sign if you wish to change that
 number, otherwise press the star sign..... (14)
 The second caller identification number is _____.
 press the pound sign if you wish to change that number,
 otherwise press the star sign (and so on)."

The first set of dashes in announcement 14 represent the contents of the associated NUM.CIN field and the subsequent sets of dashes represent the contents of respective ones of the associated CIN fields. Accordingly, if the calling subscriber desires to change one of the assigned CINs, then all that the calling subscriber needs to do, after hearing that portion of the announcement 14 corresponding to that CIN, is to enter the pound sign as requested. Adjunct 150, in turn, transmits to the calling subscriber a request to enter the new CIN followed by the pound sign. Upon receipt of the new CIN, adjunct 150 stores it in the CIN field of the last announced CIN. Adjunct 150 then continues the transmission of the above announcement, thereby allowing the calling subscriber to change the values contained in subsequent ones of the associated CIN fields.

It is noted that in contemplation of the invention, a subscriber may subscribe to more than one group of CINs, in which the additional group(s) of CINs are associated with the subscriber's data record and in which each such group contains -- illustratively four -- CINs.

Also in contemplation of the invention, a subscriber may subscribe to just a basic service, which provides a service telephone number, but not the calling features discussed above. However, the subscriber may extend his/her subscription to include one or more of those features. As mentioned above, the subscribed features are defined in the M.MASK field of the subscriber's associated data record.

Turning now to FIG. 3, it is seen that adjunct 150 includes a number of transaction processors 10-1 through 10-N each operating in conjunction with database manager 20 to implement the inventive service. In an exemplary embodiment of the invention, each of the transaction processors 10 may be, for example, the well-known Conversant voice information system that is available from AT&T.

Each processor 10 includes a so-called 6386 work group station (not shown) which controls the overall operation of its associated processor 10 and provides standard system services, such as real time clock, memory control, and interrupt handling. The work group station also provides interactions with the keyboard and display of terminal 160, and communicates with associated peripherals via a so-called AT bus. These peripherals (not shown) include RAM, a hard disk, LAN interface as well as various other peripherals. The other peripherals include digital network interface circuits and signal processing circuits for interfacing the associated transaction processor 10 with network 100 via respective ones of the communications paths 151 - 1 through 151 - N.

Each network interface provides a so-called primary rate ISDN digital interface between adjunct 150 and a network switch, such as switch 130 (FIG. 1). As is well-known, a primary ISDN rate interface includes 23 communications channels and one signaling channel, in which each of the 23 channels is operative for establishing a connection, incoming or outgoing, between a switch and adjunct 150. Thus, each of the communications paths 150-1 through 150-N represents a respective primary rate 24 channel circuit between adjunct 150 and network 100.

Communications between one adjunct 150 and another adjunct 150 may be established via data bridge 45 connected to bus 15 and a so-called wide area network represented by path 46. Such Communications may include changes in a subscriber record that occur as a result of the respective subscriber customizing his/her associated service record. Such communications also include a new subscriber record. Thus, each adjuncts 150 that may be disposed in network 100 maintains an up-D-date copy of each subscriber record.

The progression of a call established under the direction of a transaction processor 10 as well as a call received thereat via a channel associated with a respective one of the communications paths 151 is monitored by an associated signal processing circuit operating under the control of an application software program. Such application software implements the inventive service within a transaction processor 10 in the manner discussed above, and operates under the control of the well-known UNIX operating system.

Such application software may be readily implemented (customized) using the so-called Script Builder software provided by the aforementioned Coversant voice interactive system. The latter software allows a user to define the sequences of the application software in terms of menus and in a form specifying the interactions between adjunct 150 and incoming calls as well as outgoing calls. Such interactions include, for example, (a) answering an incoming call, (b) establishing an outgoing call, (c) prompting and collecting caller input, and (d) reading associated data and making logical conclusions, in the manner discussed above. A particular strength of such Script software is that it allows such interactions to be individually invoked for each of the aforementioned transmission channels.

Database manager 20 and associated high density memory disks 25 may be of the well-known type, such as the database manager and disks forming the StarServer FT system that is also available from AT&T. In particular, manager 20 is a fault tolerant computer and includes three Central Processing Units (CPU) each operating under the control of the aforementioned Unix operating system. Such CPUs operate independent of one another in executing the same stream of instructions contained in their respective cache and onboard memories. The CPUs output to an associated voting circuit their respective results obtained from executing such instructions. If the output of one CPU is different from that outputted by the other two, then the voting unit ignores the output received from the one CPU and accepts the output received from the other two CPUs. In most instances, the accepted output is a response to a database query received from one of the transaction processors 10 via bus 15.

Typically, a database query involves a subscriber record. The aforementioned application software may issue a number of such queries over the course of processing an incoming (inbound) call or establishing an outgoing (outbound) call. In an illustrative embodiment of the invention, subscriber records are stored in one of the disks 25, e.g., disk 25-1, whereas the associated CINs are stored in another one of the disks 25, e.g., disk 25-N.

With the foregoing in mind we now turn to a discussion of the way in which the inventive system processes particular types of telephone calls in accord with a respective subscriber data record. In doing so, it is assumed that the station S5 is a subscriber of the inventive system and has subscribed to all of the above-mentioned calling features. It is also assumed that the station S5 subscriber is assigned (a) a PIN equal to, for example, 98765, (b) a subscription telephone number of, for example, 700-555-2234, and (c) a group of CINs respectively equal to, for example, 4201 through 4204. It is further assumed that the S5 subscriber (hereinafter Subscriber*) has given CIN 4204 to the user associated with station set S 1.

Specifically, and referring to FIGs. 1 and 5-7, if the user at station S 1 places a telephone call by first causing station S1 to go off-hook and then dialing the Subscriber's assigned telephone number of 700-555-2234, then, in that event, CO 10 upon receipt of the dialed digits establishes, via a conventional trunking arrangement, a connection between the station S1 telephone line and switch 110. CO 10 then passes to switch 110 the dialed digits (called number) and telephone number of the calling party, namely the station S1 telephone number including its associated area code (calling number). Switch 110, in turn, translates the dialed digits into a so-called destination switch number. In the present illustrative example, it is assumed that the destination switch number identifies switch 130. Accordingly, switch 110 extends the connection to switch 130 via the aforementioned intertoll network represented by path 111 and passes to switch 130 the called and calling telephone numbers. Switch 130, in turn, translates the received called telephone number into a respective trunk group extending to a destination point. Typically, the destination point would be a local CO. However, in accord with an aspect of the invention, the destination point for the subscribed service is service adjunct 150.

Accordingly, switch 130 extends the connection to service adjunct 150 via one of the aforementioned primary rate channels. In doing so, switch 130 sends to adjunct 150 via the primary rate signaling channel associated with one of the paths 151, e.g., 151-1, a so-called call set-up message containing, inter alia, the called and calling numbers. Upon receipt of the message, the adjunct 150 application program returns over the associated channel a ringing signal (block 501) to alert the calling party that the desired connection has been established. After a short duration of time, e.g., three seconds, the application program (hereinafter "program") removes the ringing signal from the channel.

The program (block 502) then forms into a message the received called number (e.g., 700-5552234) and a request to validate the number and sends the message to manager 20 via bus 15. Manager 20, in a conventional manner, determines the validity of the called service number by accessing the database of subscriber records to determine if a subscriber record has been assigned to the called number. If a subscriber record has been so assigned, then manager 20 transmits to the program via bus 15 a message indicating that the called number is valid. Otherwise, the latter message indicates that the called number is not valid. If the manager 20 message indicates that the called number is not valid, then the program (block 503) transmits over the path 151-1 channel an announcement indicating that the called number is not in service. The program (block 504) then terminates the call by transmitting a call termination

message over the path 151-1 signaling channel. The program (block 505) then exits.

If the called number is valid, then the program (block 506) transmits over the associated channel a prerecorded "welcome" announcement requesting entry of a personal identification number. The following is an example of such announcement:

"Welcome to the personalized calling system.

If you are calling from a touch-tone telephone

and have a personal calling identification

number, please enter it now followed by the

pound sign. Otherwise, just press the pound sign."

(15)

The program then monitors, for a predetermined period of time, e.g., 20 seconds, the path 151-1 channel for receipt of a PIN or pound sign only. If, at the end of 20 seconds, the program (block 507) finds that it did not receive a PIN or pound sign only, then the program (block 509) transmits over the associated channel an announcement requesting that the calling party re-enter the personal identification number. Similarly, the program then waits for receipt of the requested information. If, at the end of wait period (i.e., 20 seconds), the program (block 510) finds that it did not receive a PIN or pound sign only, then the program (block 511) checks to see if it received from its associated network 100 switch the calling party's telephone number. If that is the case, then the program (block 513) transmits to the calling party via the path 151-1 channel an announcement indicating that the calling party will be billed for the call.

The program (blocks 514, 515, 516) then determines if call forwarding is in effect by sending to manager 20 a message requesting a call forwarding telephone number. If call forwarding is in effect, then manager 20 returns to the program a message containing the call forwarding telephone number. If call forwarding is not in effect, then the message contains the telephone number associated with the called Subscriber's home telephone. The program (block 517) then (a) seizes, in a conventional manner, an idle one of the communications channels associated with one of paths 151-1 through 151-N, for example, path 151-2, (b) bridges the inbound channel associated with the calling station to the seized channel, and (c) sends to switch 130 via the aforementioned signaling channel a so-called "call setup" message containing, inter alia, (i) a request to establish a connection, and (ii) the telephone number contained in the manager 20 message.

Network 100, in a conventional manner, establishes via switches 130 and 140 a connection between the seized path 151-2 channel (and thus adjunct 150) and CO 30 serving the called station, e.g. station S5. CO 30 responsive to receipt of the called telephone number from switch 140, then extends the connection to the telephone line serving station S5. CO 30 then applies to the telephone line the aforementioned ringing signal to alert the Subscriber to the incoming call.

(It is noted that if the manager 20 message contained instead a call forwarding telephone number, then a telephone connection would be established to the CO serving the telephone station identified by the call forwarding number.) When the Subscriber answers the call, then the program (block 518) generates a conventional telephone billing record. That is, the program inserts in a START field of the associated billing record the current time of day and stores the billing record in local memory. Thereafter, the program monitors the status of the bridged connection to determine the point in time at which the calling or called party terminates the call. At that point, the program inserts in an END field of the associated billing record the current date and time of day. The program then sends the billing record to manager 20 via bus 15 for storage in billing database 35.

If the called subscriber does not answer the call within a predetermined period of time -- illustratively 30 seconds -- then the program terminates the connection to the called station. The program then transmits to the calling party via switch 130 an announcement indicating that the call has not been answered and that a connection to voice messaging service 200 is being established so that the calling party may leave a voice message for the called party. The announcement also indicates that the calling party may forego that option by terminating the call ("hanging up"), as discussed above.

If, on the other hand, the program (block 507) finds that the calling party responded to announcement 15, then the program (block 508) checks to see if that party entered just the pound (#) sign. If that is the case, then the program (block 513) transmits to the calling party an announcement indicating that the calling party would be charged for the call. The program (blocks 514-518) then proceeds to establish a connection to the called Subscriber's telephone station set, in the manner discussed above. If the calling party enters a CIN (e.g., 4204) or subscriber PIN (e.g., 98765), then

the program (block 519) checks the validity of the entry. The program does this by sending to manager 20 via bus 15 a message containing, inter alia, the received entry, called telephone number and validation request. Manager 20 responsive to receipt of the message, determines if the entry contained in the message comprises either four digits or five digits. If the entry comprises five digits, indicating that the entry is a subscriber PIN, then manager 20, in a conventional manner, compares the five digit number with the number contained in the SUB.PIN field of the Subscribers associated service record stored in disk memory, e.g., disk 25-1. If the numbers compare, then manager 20 returns to the program a message indicating that the entry is valid. Otherwise, the message indicates that the entry is invalid.

Similarly, if the entry comprises four digits, indicating that the entry is a caller CIN, then manager 20 compares the four digit entry with the contents of each CIN field associated with the Subscriber's record, and returns to the program the appropriate validation message. If the manager 20 message indicates that the entry is not valid, then the program (block 520) checks to see if it has set a particular flag for the current call. If the flag is set, then the program (block 511) processes the call in the manner discussed above. If the flag is not set, then the program (block 521) sets the flag. The program (block 509) then proceeds in the manner discussed above.

If the manager 20 message indicates that the entry is valid, then the program (block 522) checks the entry to determine if it contains four digits. If that is the case, then the program (523) determines if call screening is in effect. If call screening is in effect, then the program (block 524) determines (via manager 20) if the CIN entered by the calling party compares with the CIN contained in the CS.NUM field of the associated subscriber record. If the CINs compare with one another, then the program (block 525) transmits to the calling party a message indicating that the call will be charged to the called party. The program (blocks 514, 518) then proceeds to establish a connection to the called station in the manner discussed above.

If the CINs do not compare, then the program (block 526) transmits to the calling party an announcement indicating that the caller may leave a voice message for the called Subscriber, as discussed above.

If the number entered by the caller contains five digits, then the program concludes that the calling party is the Subscriber and transmits (block 527) to the Subscriber via the path 151-1 channel call features announcement 1. The program then waits for the Subscriber's selection (entry). Upon receipt of the entry, the program proceeds to an appropriate sub-program (block 528, 529, 530, 531 or 532) to process the Subscriber's selection, in the manner discussed above.

One possible alternative embodiment of adjunct 150 is shown in FIG. 8. It can be appreciated that FIG. 8 is somewhat similar to FIG. 3. Accordingly, components similar to those shown in FIG. 3 are similarly numbered in FIG. 8.

It is seen from FIG. 8 that adjunct 150 connects to a plurality of network 100 switches 170. In the illustrative alternative embodiment of adjunct 150, each such switch may be the well-known No. 5ESS Operator Service Position System (OSPS) switch available from AT&T. As is well-known the No. 5ESS/OSPS provides operator services. As such, a call placed to a subscriber telephone number would now be preceded by a long distance operator code, i.e., a so-called 0+ code.

To enhance its reliability, adjunct 150 is formed from two sections, in which a component in one such section is duplicated in the other such section. Accordingly, a discussion of one such section equally pertains to the other such section.

In particular, each such section includes, a group of transaction processors 10 (11), in which associated communications paths, e.g., paths 151-1 and 151-2, connect a transaction processor, e.g., processor 10-1, to two of the switches 170. In an illustrative embodiment of the invention, each such communications path may be, for example, a so-called T1 carrier line. As is well-known, a T1 carrier line provides 24 channels for carrying a like number of calls. Each such section also includes an X.25 Front End Processor (FEP) 50, SNA processor 55, LAN 15, and a computer 60 associated with a disk memory 66. The X.25 FEP 50 implements the well-known X.25 data transmission protocol and is the means by which an associated section of the adjunct 150 exchanges call signaling information with a network switch 170. That is, X.25 FEP 50 is arranged so that it supplies to its associated computer 60 via LAN 15 call signaling information that FEP 50 receives from a respective one of the switches 170. Similarly, X.25 FEP 50 is arranged to supply to a respective one of the switches 170 call signaling information that FEP 50 receives from an associated computer 60 via LAN 15. In this respect, X.25 FEP 50 connects to each of the switches 170 that connect to associated section transaction processors. The between X.25 FEP 50 and such switches 170 is represented in the FIG. by cable 153.

The processing of incoming and outgoing calls and associated call information as well as data base management of subscriber records stored in a disk memory 66 is handled by the associated computer 60, which may be, for example, the Digital Equipment Corporation VAX-9000. That is, computer 60 operates in accord with the program of FIGs. 5-7 as well as other programs. In this respect, computer 60 is at the heart of adjunct 150, whereas transaction processors 10 (11) and X.25 FEP 50 serve to interface their associated computer 60 with switches 170. In addition, and as a means of further improving the redundancy of adjunct 150, each computer 60 is connected to each LAN 15, as shown in the FIG.

As mentioned above, a new subscriber record is inputted by an attendant operating terminal 160. Terminal 160 connects to each section of adjunct 150 via a respective SNA processor 50. Each SNA processor 50 implements the

well-known IBM SNA protocol, and is used to interface terminal 160 with a respective computer 60. Thus, a newly inputted subscriber record is passed to both computers 60 via their respective SNA processors 50 and LANs 15. Both of the computers 60, in turn, store the new record, or a change to an existing record, in their respective disk memories 66. A computer 60 may also receive from another adjunct 150 via the associated data bridge 45 a new subscriber record, or a change to an existing record. In this way, each adjunct 150 maintains an updated copy of each subscriber record, as mentioned above.

The foregoing is merely illustrative of the principles of the invention. The scope of this invention is not limited to the embodiments described above, but is determined by the appended claims.

Claims

1. A method of providing a personal telecommunications service, the method including the steps of:

storing for each of a plurality of subscriber telephone numbers at least a first caller identifier and a specification of a first call routing treatment associated with the identifier,
 answering (506) a first telephone call directed to a particular one of the subscriber telephone numbers,
 prompting (522) the caller making the first telephone call to enter a caller identifier,
 processing (523) the first telephone call using the call routing treatment associated with the received caller identifier stored for the particular subscriber telephone number,

THE METHOD CHARACTERISED BY the steps of:

billing charges (525) associated with the first telephone call to the particular subscriber number when the received caller identifier is the stored first caller identifier, and
 billing charges associated with the first telephone call to a telephone number other than the particular subscriber number when the received caller identifier is other than the stored first caller identifier.

2. The method of claim 1 FURTHER CHARACTERISED BY the steps of:

answering a second telephone call directed to the particular subscriber telephone number,
 prompting a caller of the second telephone call to enter a caller identifier,
 receiving a caller identifier during the second telephone call, and
 processing the second telephone call using a second call routing treatment when the caller identifier received during the second telephone call is not a stored caller identifier associated with the particular subscriber telephone number.

3. The method of claim 2 FURTHER CHARACTERIZED IN THAT the first caller identifier is a predetermined multi-digit number.

4. The method of claim 2 FURTHER CHARACTERIZED IN THAT each call routing treatment comprises forwarding a call to a selected one of a predetermined plurality of destinations, each destination including a default telephone number, a subscriber-administerable alternative telephone number, and a voice messaging facility (200).

5. The method of claim 2 or 3 FURTHER CHARACTERIZED IN THAT each call treatment further comprises using one of a predetermined plurality of call billing modes.

6. The method of claim 5 FURTHER CHARACTERIZED BY the step of indicating to an originator of a call to the particular telephone number a destination that will be used for processing the call and/or a billing mode for that call.

7. The method of claim 5 FURTHER CHARACTERIZED IN THAT when the billing mode for the call is billing the charges associated with the call to the originator of the call,

the method being FURTHER CHARACTERIZED BY the steps of:

indicating to the originator of a call the destination used for processing the call and the billing mode used for the call, and
 extending to the originator the option to terminate the call.

8. The method of claim 5 FURTHER CHARACTERIZED IN THAT the plurality of billing modes includes billing charges associated with a call to the originator of the call.
9. The method of claim 8 FURTHER CHARACTERIZED IN THAT one of the plurality of billing modes is billing charges associated with the call to the particular subscriber telephone number.
10. The method of claim 1 FURTHER CHARACTERIZED IN THAT the first call routing treatment comprises forwarding the first telephone call to a voice messaging facility (200) providing a selected announcement message to the originator of the first telephone call, the selected announcement message being a first announcement message when the received caller identifier is the first caller identifier and being a second announcement message otherwise.
11. The method of claim 2 FURTHER CHARACTERIZED IN THAT the first call routing treatment comprises forwarding the first telephone call to at least a first predetermined telephone number and the second call routing treatment comprises forwarding the second call to a voice messaging facility (200), whereby a call screening function is provided.
12. The method of claim 2 FURTHER CHARACTERIZED IN THAT the second call treatment comprises entry into a service administration menu provided in response to receiving a predetermined subscriber identifier during the second telephone call.
13. The method of claim 12 FURTHER CHARACTERIZED IN THAT the subscriber identifier and each call identifier are multi-digit numbers, the subscriber identifier having a different number of digits from a caller identifier.
14. The method of claim 12 FURTHER CHARACTERIZED IN THAT the service administration menu includes a predetermined plurality of service functions, each service function being selectable by the caller associated with the predetermined subscriber identifier.
15. The method of claim 14 FURTHER CHARACTERIZED IN THAT one of the plurality of service functions includes extending the second telephone call to a voice messaging service (200) so that the caller of the second telephone call may obtain messages addressed to the caller associated with the predetermined subscriber identifier.
16. The method of claim 14 FURTHER CHARACTERIZED IN THAT one of the plurality of service functions includes a bulletin board service operative for allowing the caller associated with the predetermined subscriber identifier to store a message associated with the first caller identifier.
17. The method of claim 14 FURTHER CHARACTERIZED IN THAT one of the plurality of service functions includes an option for programming a call forwarding telephone number associated with a respective one of the call routing treatments.
18. The method of claim 17 FURTHER CHARACTERIZED IN THAT another one of the plurality of service functions includes an option for programming associated caller identifiers and associating the associated caller identifiers with different ones of the respective call routing treatments including default call routing treatments.
19. The method of claim 18 FURTHER CHARACTERIZED IN THAT the option for programming associated caller identifiers includes associating at least one of the call routing treatments with a particular duration of time during which the associated call routing treatment is invoked.

Patentansprüche

1. Verfahren zum Bereitstellen einer personalisierten Telekommunikationsdienstleistung, wobei das Verfahren folgende Schritte aufweist:

Speichern für jede einer Vielzahl von Teilnehmer-Telephonnnummern zumindest eines ersten Anruferidentifizierers und einer Spezifizierung einer ersten Anrufwegleitungsbehandlung, welche dem Identifizierer zugeordnet ist,

Beantworten (506) eines ersten Telefonanrufs, welcher zu einer bestimmten der Teilnehmer-Telephonnnummern gerichtet ist,

Auffordern (522) des Anrufers, der den ersten Telephonanruf tätigt, zum Eingeben eines Anruferidentifizierers, Verarbeiten (523) der ersten Telephonanrufs unter Verwendung der Anrufwegleitungsbehandlung, die dem empfangenen Anruferidentifizierer zugeordnet ist, der für die bestimmte Teilnehmer-Telephonnummer gespeichert ist,

wobei das Verfahren durch folgende Schritte gekennzeichnet ist:

Abrechnen von Gebühren (525), welche dem ersten Telephonanruf zugeordnet sind, an die bestimmte Teilnehmernummer, wenn der empfangene Anruferidentifizierer der gespeicherte erste Anruferidentifizierer ist, und

Abrechnen von Gebühren, die dem ersten Telephonanruf zugeordnet sind, an eine andere Telephonnummer als die bestimmte Teilnehmernummer, wenn der empfangene Anruferidentifizierer von dem gespeicherten ersten Anruferidentifizierer verschieden ist.

2. Verfahren nach Anspruch 1, weiterhin gekennzeichnet durch folgende Schritte:

Beantworten eines zweiten Telephonanrufs, der an die bestimmte Teilnehmer-Telephonnummer gerichtet ist, Auffordern eines Anrufers des zweiten Telephonanrufs zum Eingeben einer Anruferidentifizierers, Empfangen eines Anruferidentifizierers während des zweiten Telephonanrufs, und Verarbeiten des zweiten Telephonanrufs unter Verwendung einer zweiten Anrufwegleitungsbehandlung, wenn der Anruferidentifizierer, welcher während des zweiten Telephonanrufs empfangen wird, nicht ein gespeicherter Anruferidentifizierer ist, der der bestimmten Teilnehmer-Telephonnummer zugeordnet ist.

3. Verfahren nach Anspruch 2, weiterhin dadurch gekennzeichnet, daß der erste Anruferidentifizierer eine vorbestimmte Mehrziffernummer ist.

4. Verfahren nach Anspruch 2, weiterhin dadurch gekennzeichnet, daß jede Anrufwegleitungsbehandlung eine Weiterleitung eines Anrufs zu einer ausgewählten einer vorbestimmten Vielzahl von Bestimmungen aufweist, wobei jede Bestimmung eine Standardtelephonnummer, eine Teilnehmer-verwaltbare alternative Telephonnummer und eine Stimmnachrichteneinrichtung (200) aufweist.

5. Verfahren nach Anspruch 2 oder 3, weiterhin dadurch gekennzeichnet, daß jede Anrufbehandlung weiterhin die Verwendung von einem einer vorbestimmten Vielzahl von Anrufabrechnungsmodi aufweist.

6. Verfahren nach Anspruch 5, weiterhin gekennzeichnet durch den Schritt des Anzeigens einer Bestimmung, welche für die Verarbeitung des Anrufes verwendet wird, und/oder eines Rechnungsmodus für diesen Anruf an einen Veranlasser eines Anrufs an die bestimmte Telephonnummer.

7. Verfahren nach Anspruch 5, weiterhin dadurch gekennzeichnet, daß, wenn der Abrechnungsmodus für den Anruf darin besteht, die mit dem Anruf verbundenen Gebühren dem Veranlasser des Anrufs in Rechnung zu stellen,

das Verfahren weiterhin durch folgende Schritte gekennzeichnet ist:

Anzeigen an den Veranlasser eines Anrufs der Bestimmung, welche zum Verarbeiten des Anrufs verwendet wird, und des Abrechnungsmodus, welcher für den Anruf verwendet wird, und Anbieten der Option dem Veranlasser, den Anruf zu beenden.

8. Verfahren nach Anspruch 5, weiterhin dadurch gekennzeichnet, daß die Vielzahl von Abrechnungsmodi das Abrechnen von mit einem Anruf verbundenen Gebühren an den Veranlasser des Anrufs enthält.

9. Verfahren nach Anspruch 8, weiterhin dadurch gekennzeichnet, daß einer der Vielzahl von Abrechnungsmodi das Abrechnen von mit dem Anruf verbundenen Gebühren an die bestimmte Teilnehmer-Telephonnummer ist.

10. Verfahren nach Anspruch 1, weiterhin dadurch gekennzeichnet, daß die erste Anrufwegleitungsbehandlung das Weiterleiten des ersten Telephonanrufs an eine Stimmnachrichteneinrichtung (200) aufweist, welche eine ausgewählte Anzeigenachricht den Veranlasser des ersten Telephonanrufs bereitstellt, wobei die ausgewählte Anzeigenachricht eine erste Anzeigenachricht ist, wenn der empfangene Anruferidentifizierer der erste Anruferidentifizierer ist, und sonst eine zweite Anzeigenachricht ist.

11. Verfahren nach Anspruch 2, weiterhin dadurch gekennzeichnet, daß die erste Anrufwegleitungsbehandlung das Weiterleiten des ersten Telephonanrufs an zumindest eine vorbestimmte Telephonnummer aufweist und die zweite Anrufweiterleitungsbehandlung das Weiterleiten des zweiten Anrufs an eine Stimmnachrichteneinrichtung (200) aufweist, wobei eine Anrufabschirmungsfunktion bereitgestellt ist.
12. Verfahren nach Anspruch 2, weiterhin dadurch gekennzeichnet, daß die zweite Anrufbehandlung den Eintritt in ein Dienstleistungsverwaltungsmenu aufweist, welches ansprechend auf das Empfangen eines vorbestimmten Teilnehmeridentifizierers während des zweiten Telephonanrufs bereitgestellt wird.
13. Verfahren nach Anspruch 12, weiterhin dadurch gekennzeichnet, daß der Teilnehmeridentifizierer und jeder Anruferidentifizierer Mehrziffernummern sind, wobei der Teilnehmeridentifizierer eine unterschiedliche Anzahl von Ziffern gegenüber dem Anruferidentifizierer aufweist.
14. Verfahren nach Anspruch 12, weiterhin dadurch gekennzeichnet ist, daß das Dienstleistungsverwaltungsmenu eine vorbestimmte Vielzahl von Dienstleistungsfunktionen aufweist, wobei jede Dienstleistungsfunktion durch den Anrufer auswählbar ist, der dem vorbestimmten Teilnehmeridentifizierer zugeordnet ist.
15. Verfahren nach Anspruch 14, weiterhin dadurch gekennzeichnet, daß eine der Vielzahl von Dienstleistungsfunktionen das Leiten des zweiten Telephonanrufs an eine Stimmnachrichtendienstleistung (200) aufweist, so daß der Anrufer des zweiten Telephonanrufs Nachrichten erhalten kann, die an den Anrufer adressiert sind, der dem vorbestimmten Teilnehmeridentifizierer zugeordnet ist.
16. Verfahren nach Anspruch 14, weiterhin dadurch gekennzeichnet, daß eine der Vielzahl von Dienstleistungsfunktionen eine Bulletin-Brett-Dienstleistung aufweist, die zum Ermöglichen arbeitet, daß der Anrufer, welcher dem vorbestimmten Anruferidentifizierer zugeordnet ist, eine Nachricht speichert, die dem ersten Anruferidentifizierer zugeordnet ist.
17. Verfahren nach Anspruch 14, weiterhin dadurch gekennzeichnet, daß eine der Vielzahl von Dienstleistungsfunktionen eine Option zum Programmieren einer Rufweiterleitungstelephonnummer enthält, die einer jeweiligen der Anrufwegleitungsbehandlungen zugeordnet ist.
18. Verfahren nach Anspruch 17, weiterhin dadurch gekennzeichnet, daß eine weitere der Vielzahl der Dienstleistungsfunktionen eine Option zum Programmieren zugeordneter Anruferidentifizierer und Zuordnen der zugeordneten Anruferidentifizierer zu unterschiedlichen der Anrufwegleitungsbehandlungen einschließlich der Standardanrufwegleitungsbehandlungen aufweist.
19. Verfahren nach Anspruch 18, weiterhin dadurch gekennzeichnet, daß die Option zum Programmieren zugeordneter Anruferidentifizierer das Zuordnen von zumindest einer der Anrufwegleitungsbehandlungen zu einer bestimmten Zeitdauer aufweist, während der die zugeordnete Anrufwegleitungsbehandlung aktiviert ist.

Revendications

1. Procédé permettant d'assurer un service de télécommunication personnel, le procédé incluant les étapes de:

stockage, pour chacun d'une pluralité de numéros de téléphone d'abonné, d'au moins un identificateur de premier appelant et d'une spécification d'un traitement d'aiguillage de premier appel associé à l'identificateur; réponse (506) à un premier appel téléphonique dirigé sur l'un particulier des numéros de téléphone d'abonné; invitation (522) de l'appelant qui réalise le premier appel téléphonique à entrer un identificateur d'appelant; et traitement (523) du premier appel téléphonique en utilisant le traitement d'aiguillage d'appel associé à l'identificateur d'appelant reçu stocké pour le numéro de téléphone d'abonné particulier,

le procédé étant caractérisé par les étapes de:

facturation de charges (525) associées au premier appel téléphonique sur le numéro d'abonné particulier lorsque l'identificateur d'appelant reçu est l'identificateur de premier appelant stocké; et facturation de charges associées au premier appel téléphonique sur un numéro de téléphone autre que le numéro d'abonné particulier lorsque l'identificateur d'appelant reçu est autre que l'identificateur de premier

appellant stocké.

2. Procédé selon la revendication 1, caractérisé en outre par les étapes de:

- 5 réponse à un second appel téléphonique dirigé sur le numéro de téléphone d'abonné particulier;
invitation d'un appelant du second appel téléphonique à entrer un identificateur d'appelant;
réception d'un identificateur d'appelant pendant le second appel téléphonique; et
traitement du second appel téléphonique en utilisant un traitement d'aiguillage de second appel lorsque l'iden-
tificateur d'appelant reçu pendant le second appel téléphonique n'est pas un identificateur d'appelant stocké
10 associé au numéro de téléphone d'abonné particulier.
3. Procédé selon la revendication 2, caractérisé en outre en ce que l'identificateur de premier appelant est un numéro
à multiples éléments numériques prédéterminé.
- 15 4. Procédé selon la revendication 2, caractérisé en outre en ce que chaque traitement d'aiguillage d'appel comprend
le renvoi d'un appel sur l'une sélectionnée d'une pluralité prédéterminée de destinations, chaque destination in-
cluant un numéro de téléphone par défaut, un numéro de téléphone autre administrable par l'abonné et un dispositif
de messagerie vocale (200).
- 20 5. Procédé selon la revendication 2 ou 3, caractérisé en outre en ce que chaque traitement d'appel comprend en
outre l'utilisation de l'un d'une pluralité prédéterminée de modes de facturation d'appel.
6. Procédé selon la revendication 5, caractérisé en outre par l'étape d'indication, à un initiateur d'un appel sur le
numéro de téléphone particulier, d'une destination qui sera utilisée pour traiter l'appel et/ou un mode de facturation
25 pour cet appel.
7. Procédé selon la revendication 5, caractérisé en outre en ce que, lorsque le mode de facturation pour l'appel est
en train de facturer à l'initiateur de l'appel les charges associées à l'appel,
30 le procédé est caractérisé en outre par les étapes de:
indication, à l'initiateur d'un appel, de la destination utilisée pour traiter l'appel et du mode de facturation utilisé
pour l'appel; et
extension à l'initiateur de l'option pour terminer l'appel.
- 35 8. Procédé selon la revendication 5, caractérisé en outre en ce que la pluralité de modes de facturation inclut la
facturation de charges associées à un appel à l'initiateur de l'appel.
9. Procédé selon la revendication 8, caractérisé en outre en ce que l'un de la pluralité de modes de facturation est
une facturation de charges associées à l'appel sur le numéro de téléphone d'abonné particulier.
- 40 10. Procédé selon la revendication 1, caractérisé en outre en ce que le traitement d'aiguillage de premier appel com-
prend le renvoi du premier appel téléphonique sur un dispositif de messagerie vocale (200) produisant un message
d'annonce sélectionné pour l'initiateur du premier appel téléphonique, le message d'annonce sélectionné étant un
premier message d'annonce lorsque l'identificateur d'appelant reçu est l'identificateur de premier appelant et étant
45 un second message d'annonce sinon.
11. Procédé selon la revendication 2, caractérisé en outre en ce que le traitement d'aiguillage de premier appel com-
prend le renvoi du premier appel téléphonique sur au moins un premier numéro de téléphone prédéterminé et le
traitement d'aiguillage de second appel comprend le renvoi du second appel sur un dispositif de messagerie vocale
50 (200) de telle sorte qu'une fonction d'écran d'appel soit assurée.
12. Procédé selon la revendication 2, caractérisé en outre en ce que le traitement de second appel comprend l'entrée
dans un menu d'administration de service prévu en réponse à la réception d'un identificateur d'abonné prédéter-
miné pendant le second appel téléphonique.
- 55 13. Procédé selon la revendication 12, caractérisé en outre en ce que l'identificateur d'abonné et chaque identificateur
d'appel sont des nombres à multiples éléments numériques, l'identificateur d'abonné comportant un nombre dif-
férent d'éléments numériques de celui d'un identificateur d'appelant.

14. Procédé selon la revendication 12, caractérisé en outre en ce que le menu d'administration de service inclut une pluralité prédéterminée de fonctions de service, chaque fonction de service pouvant être sélectionnée par l'appelant associé à l'identificateur d'abonné prédéterminé.

5 15. Procédé selon la revendication 14, caractérisé en outre en ce que l'une de la pluralité de fonctions de service inclut l'extension du second appel téléphonique sur un service de messagerie vocale (200) de telle sorte que l'appelant du second appel téléphonique puisse obtenir des messages adressés à l'appelant associé à l'identificateur d'abonné prédéterminé.

10 16. Procédé selon la revendication 14, caractérisé en outre en ce que l'une de la pluralité de fonctions de service inclut un service de tableau d'affichage permettant à l'appelant associé à l'identificateur d'abonné prédéterminé de stocker un message associé à l'identificateur de premier appelant.

15 17. Procédé selon la revendication 14, caractérisé en outre en ce que l'une de la pluralité de fonctions de service inclut une option pour programmer un numéro de téléphone de renvoi d'appel associé à l'un respectif des traitements d'aiguillage d'appel.

20 18. Procédé selon la revendication 17, caractérisé en outre en ce qu'une autre de la pluralité de fonctions de service inclut une option pour programmer des identificateurs d'appelant associés et pour associer les identificateurs d'appelant associés à des traitements différents pris parmi les traitements d'aiguillage d'appel respectifs incluant des traitements d'aiguillage d'appel par défaut.

25 19. Procédé selon la revendication 18, caractérisé en outre en ce que l'option pour programmer des identificateurs d'appelant associés inclut l'association d'au moins l'un des traitements d'aiguillage d'appel avec une durée temporelle particulière pendant laquelle le traitement d'aiguillage d'appel associé est invoqué.

30

35

40

45

50

55

FIG. 1

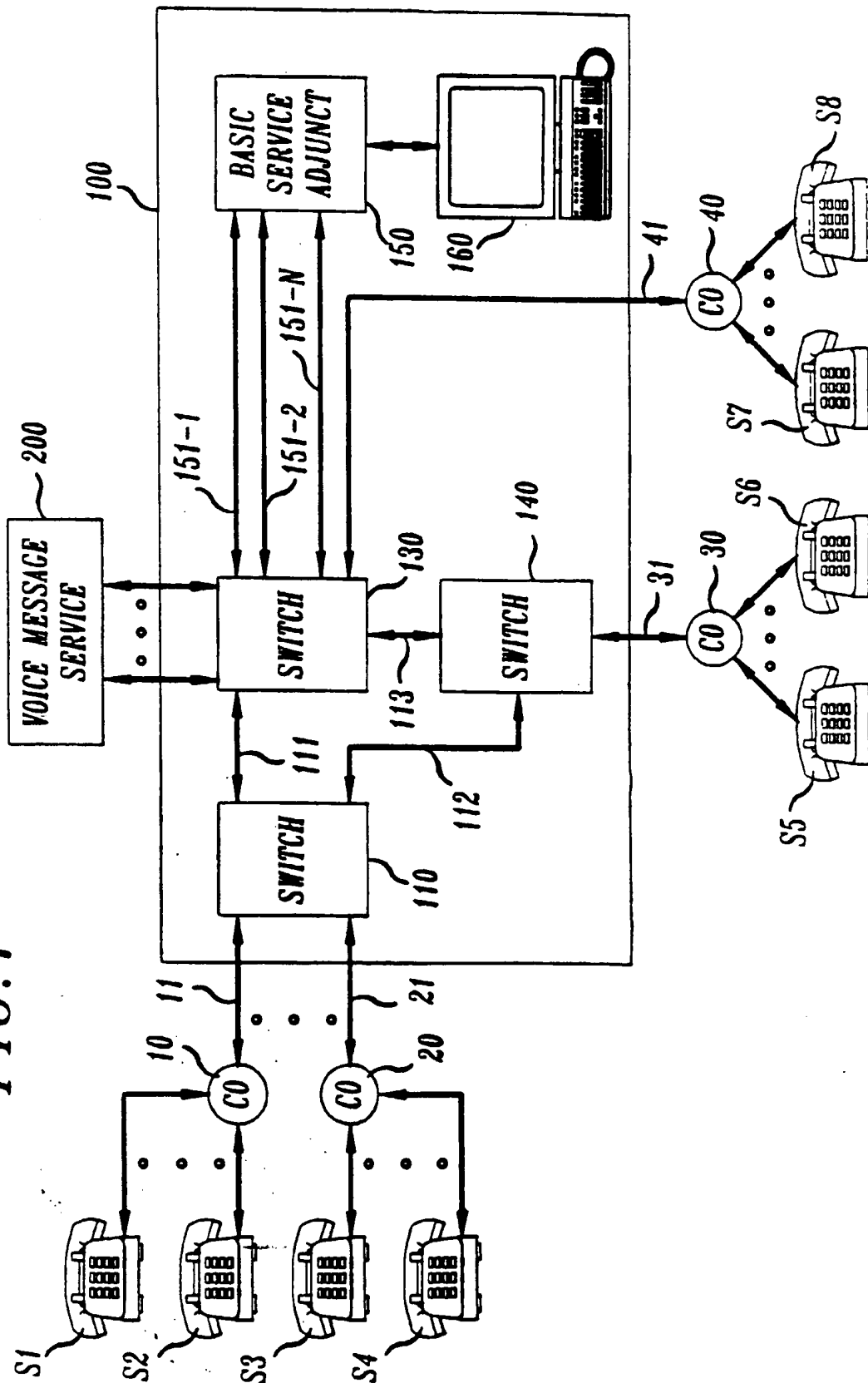


FIG. 2

300

SEC. CODE	SUB. PIN	DFLT. SVC	PHONE. NUM
NU	HOME PHONE	CALL. FWD	M. MASK
NONCIN. GT	NUM. MSG	NUM. CIN	NU
CS. NUM	CS. TIME	CALL. SCN	CF. TIME
CIN. 4	CIN. 3	CIN. 2	CIN. 1

FIG. 3

150

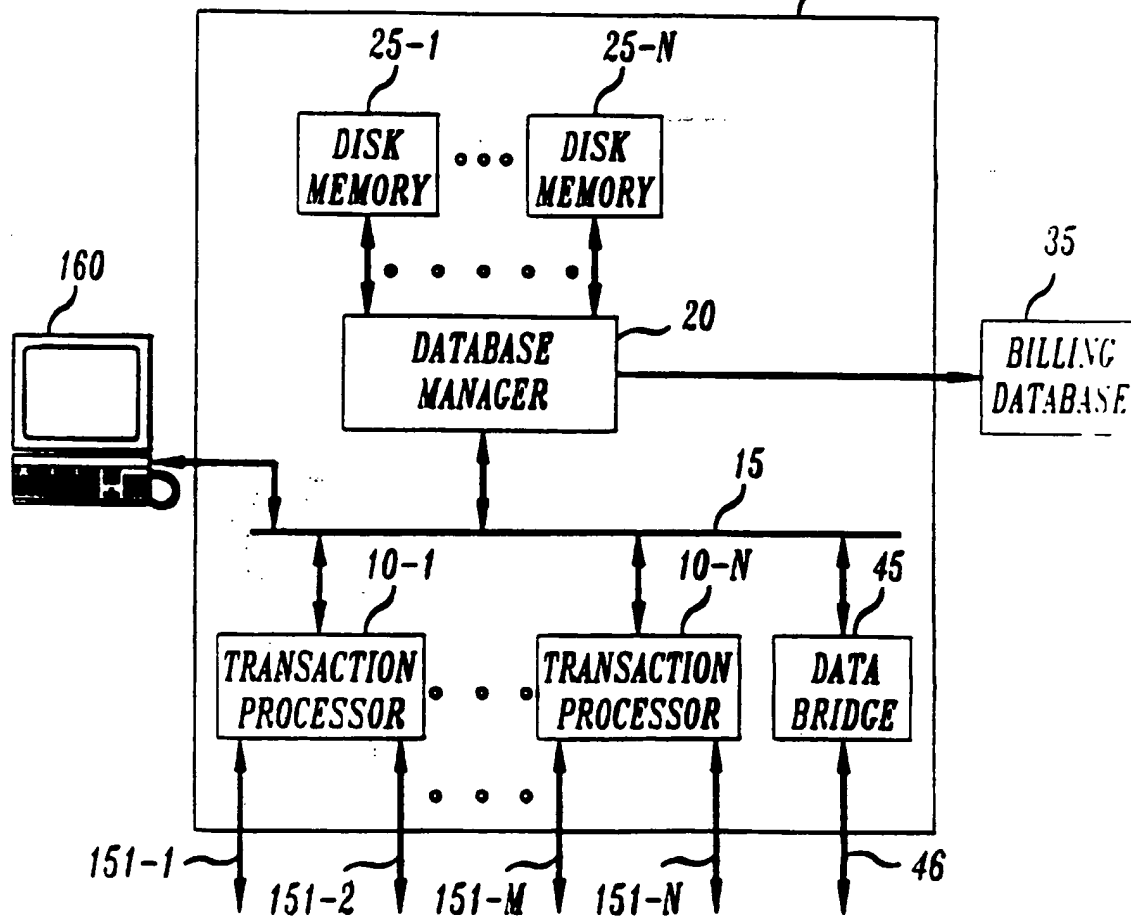


FIG. 5

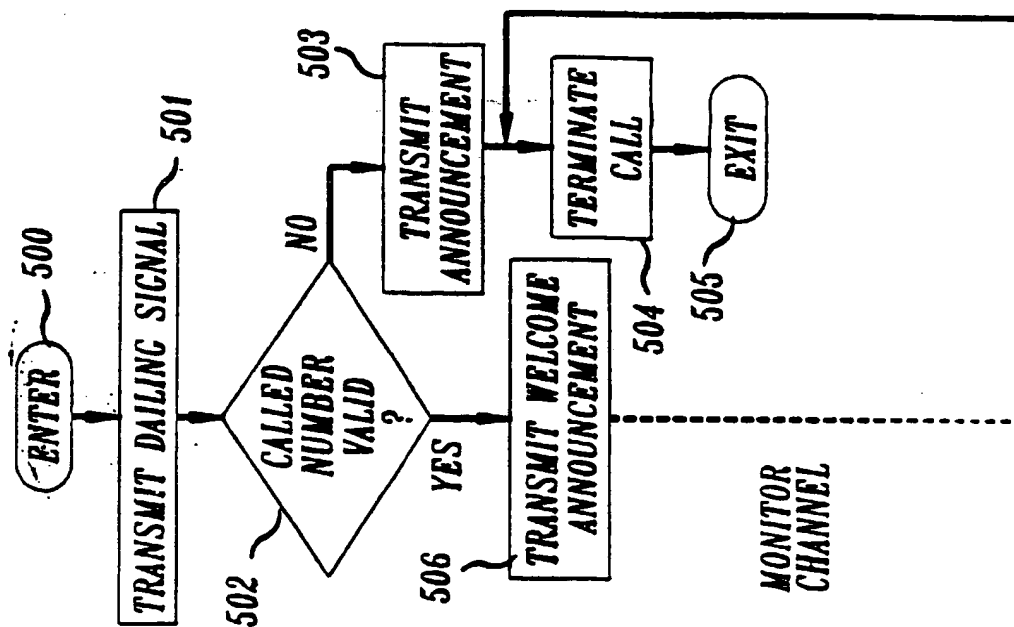


FIG. 4

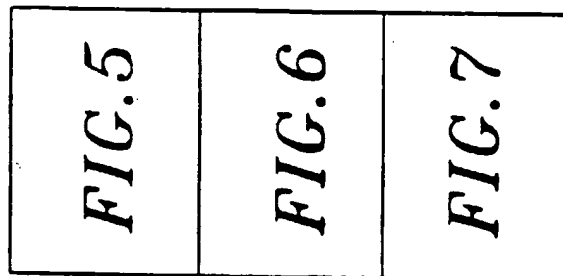
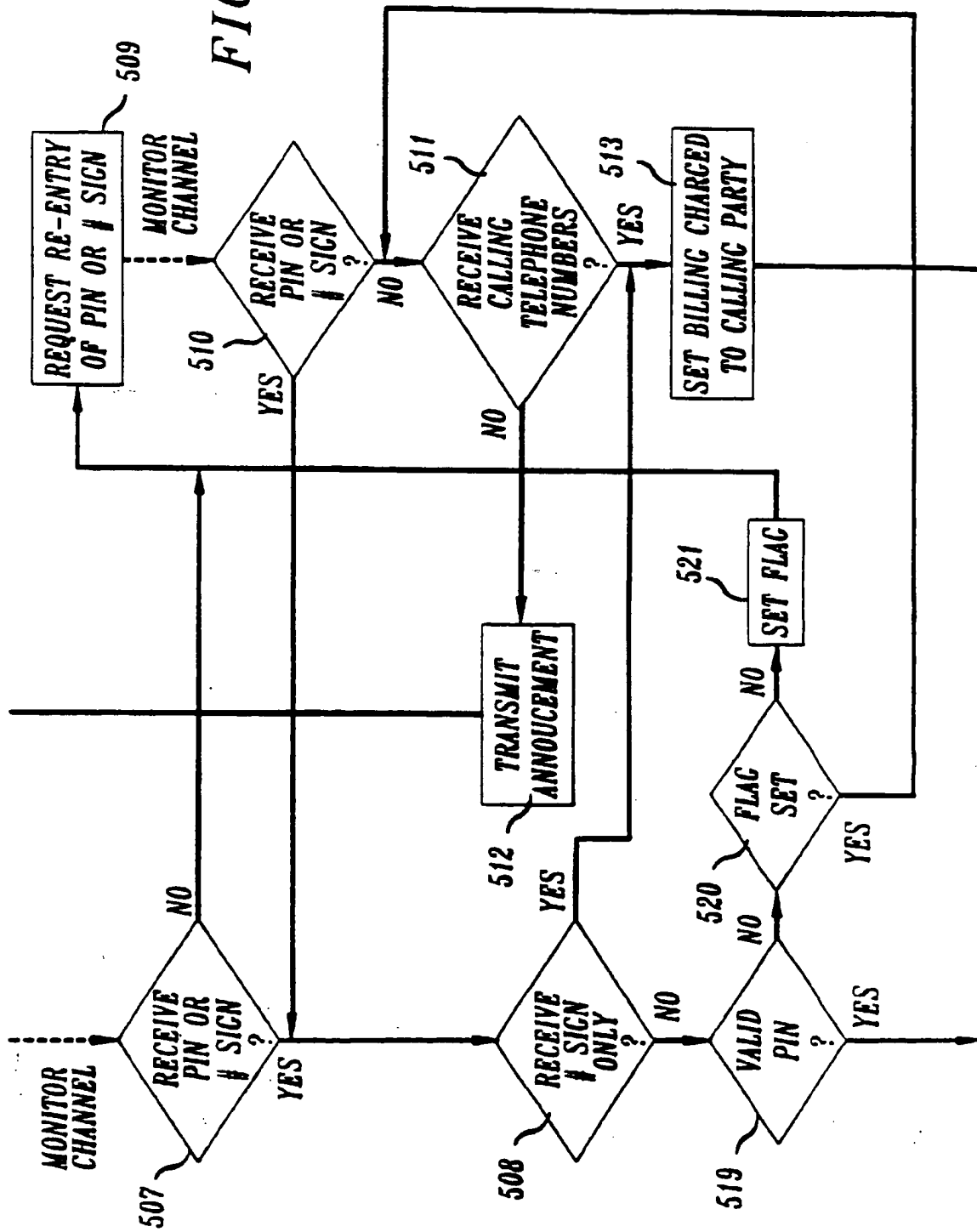


FIG. 6



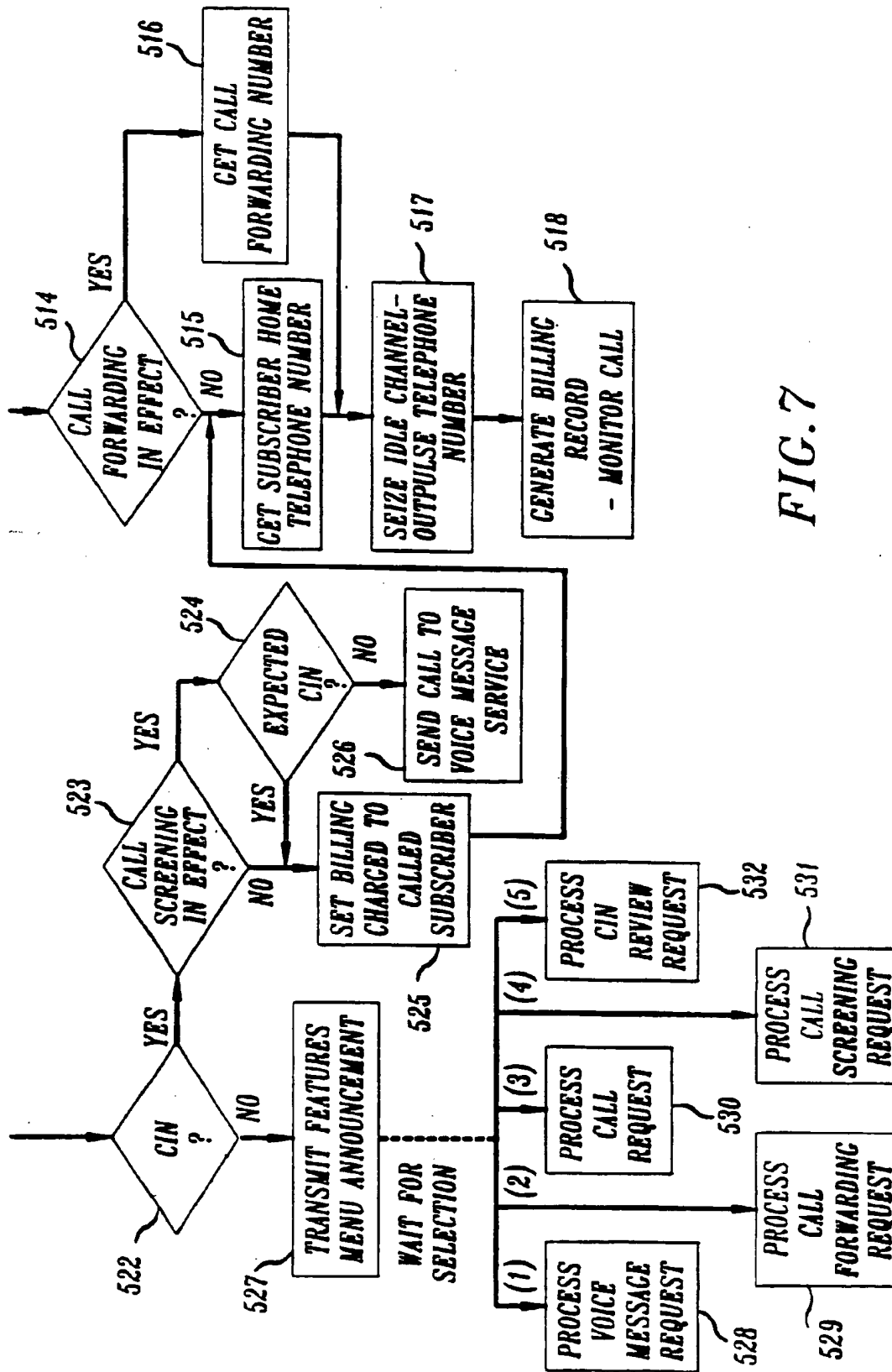


FIG. 7

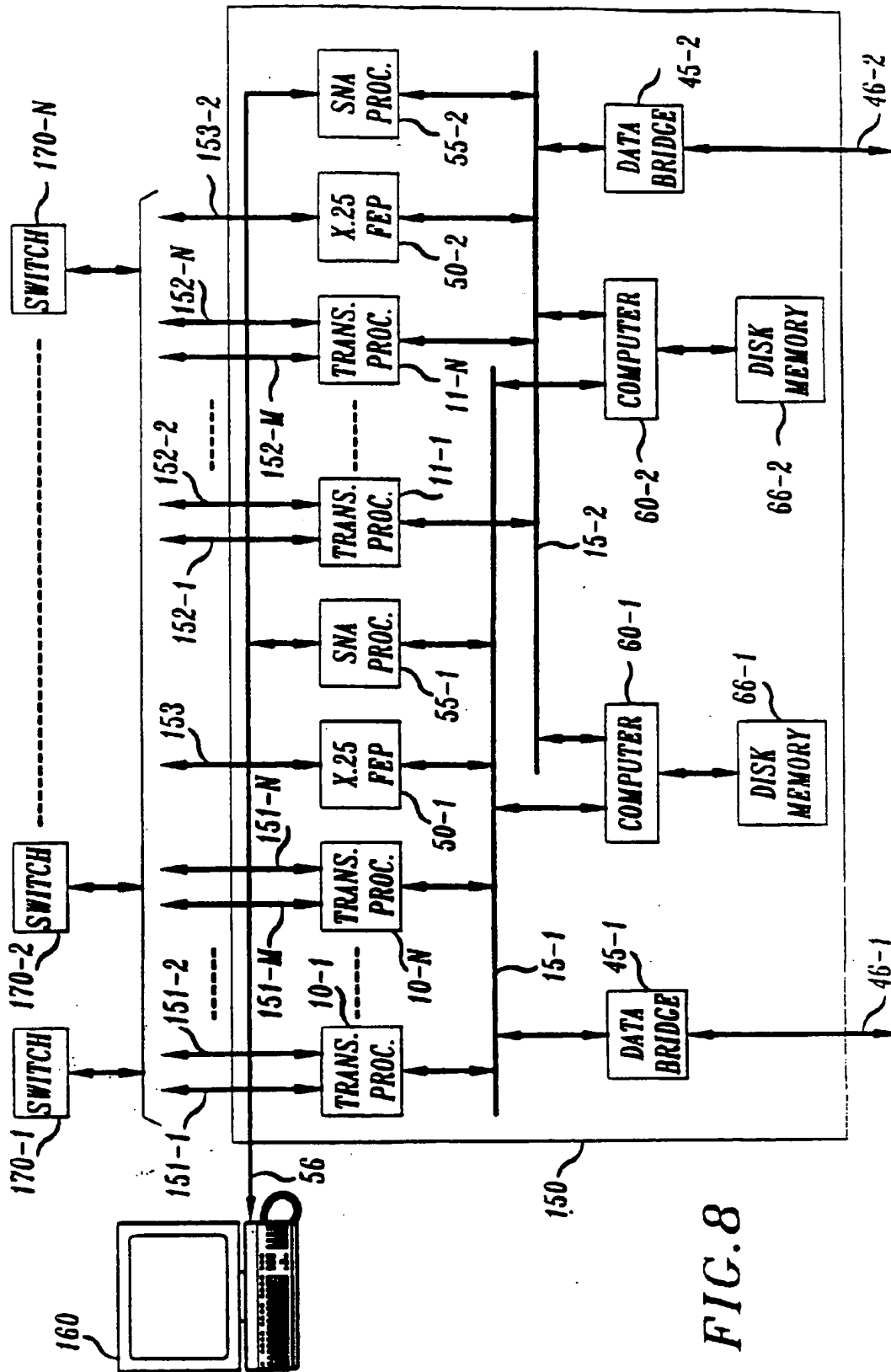


FIG. 8

THIS PAGE BLANK (USPTO)